# CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (D203) Data Processing and Display Support for Exploration Programs

   **TA No:**              229-Rev2

   **Task Area Monitor:** Alternate Task Area Monitor:                    None

   **NASA POC:**           None              **Software Control Class:**   Low Control

   **Type of Task:**       Non-Recurring Task

## 2. BACKGROUND

The Electron Systems Branch has the responsibility to assist Langley Researchers with the validation of new technologies for NASA s Exploration vision. This task will provide data visualization and data processing algorithms to assist with these technologies.

## 3. OBJECTIVE

The overall objective of this task is to support software development for the Omega Series 3000 Real-Time Processing System. The primary function of this system is to display and distribute processed research data.

## 4. GENERAL IT SUPPORT SERVICES

**Services Specified Through Exhibit A:**
Refer to Exhibit A, Inventory of Equipment and Software (attached) that have been completed to define the required General IT Support Services for the Omega Series 3000 Real-Time Processing and Web Based Retrieval System. This system is located in building 1244, room 121B.
The services of System and IT Security Administration shall be provided. The level of security shall be consistent with the information category identified by the code checked (see NPG 2810.1).
Any system software, application software, or database software that is licensed to run on a particular item of equipment is entered in the respective column for that item. Software that does not require a license is also included if it is relevant to any of the required services.
The services of, System Software Management (SSM), Applications Management (AM), and Database Administration (DBA), are required for the items of equipment or software that are checked in the respective columns of Exhibit A.

**Maintenance of Software Developed By or For LaRC:**
The contractor shall provide software maintenance on all of the LaRC developed software for post processing, retrieving and displaying data

Software Identification: Flight Data Retrieval, Post processing and Display Software visualization

LaRC Software Manager:

Software Class: Low

Software Description: This software provides data retrieval, post processing and display

Level of Maintenance: Fix problems and enhance as required


**Customer Support and IT Consultation and Training:**
The Contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Sections 4.7 and 4.8 of the SOW for all General IT Support Services.

**General IT Support Services Performance Metrics**
Performance Standard: The contractor shall place all documentation associated with the support of this task and its services under configuration control. All documentation shall be complete, concise, understandable and current. The documentation shall reside in a single location accessible to the TAM, ISB Project Leads, and all designees.
Performance Metrics:

| | |
|---|---|
| Exceeds: | Meets and documentation is updated and stored within 3 business days following the completion of the project. |
| Meets: | The contractor places all documentation under configuration management. Documentation is updated and placed into a single, accessible location within 5 business days of the completion of the project. |
| Fails: | Documentation is not under configuration management. The timeline to update and store documentation exceeds 5 business days after project completion. |

Performance Standard: The systems to which these services apply are reasonsably available and perform as expected.
Performance Metrics:

| | |
|---|---|
| Exceeds: | Systems are available and perform as expected more than 95% of the time during the evaluation period. |
| Meets: | Systems are available and perform as expected 95% of the time during the evaluation period. |
| Fails: | Systems are available and perform as expected less than 95% of the time during the evaluation period. |

Performance Standard: The contractor is responsive to customer service requests and customers is satisfied with services received.
Performance Metrics:

| | |
|---|---|
| Exceeds: | Contractor responds to customer within 2 hours of receiving the service request. Average customer performance ratings average excellent during the evaluation period. |

> Meets: Contractor responds to the customer within 2 - 4 hours of receiving the service request. Average customer performance ratings average very good during the evaluation period.
>
> Fails: Contractor does not respond to customer for over 4 hours after receiving the service request. Average customer performance ratings average less than very good during the evaluation period.

<u>Performance Standard</u>: Cost reports allow the government to accurately track the costs of development.

<u>Performance Metrics</u>:

> Exceeds: The contractor provides to the TAM a monthly report by the 10th of the month, containing all of the information as stated in the work area requirements. All overruns are highlighted, explained, and revised estimates provided.
>
> Meets: The contractor provides to the TAM a monthly report by the 15th of the month, containing all of the information as stated in the work area requirements. All overruns are highlighted, explained, and revised estimates provided.
>
> Fails: The contractor does not provide to the TAM a monthly report by the 20th of the month, containing all of the information as stated in the work area requirements. Overruns are not highlighted, explained, and revised estimates are not provided.

## 5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

## 6. WORK-AREA SPECIFIC SERVICES

<u>Work Area Title</u>: Software and Database Development

<u>LaRC Manager</u>:

<u>Work Area Description</u>: The contractor shall utilize the Omega 3000 System to provide time editing, channel editing, data thinning, data visualization, run summarizations, and data conversions to ASCII files of research data. The Contractor shall develop custom procedures, code, or scripts required to meet researcher display and processing requirements. The Contractor shall document all processes, procedures, and software updates.

<u>Work Area Requirements</u>: The Contractor shall work directly with the Omega 3000 and provde research data and displays.

## 7. Exhibit A

[Exhibit A](Exhibit A)

## 8. SPECIAL SECURITY REQUIREMENTS

None required.

## 9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

The contractor shall follow the processes for software life-cycle development, stand-alone maintenance, or stand-alone operation, as specified according to the software control class in Task Assignment #1.

## 10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held monthly. The following persons or their alternates are required to attend: Contractor representative performing the work and the LaRC Line Manager. Technical performance, timeliness, and cost will be discussed.

## 11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/08 to 04/27/09

## 12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 75%     Timeliness: 25%

## 13. RESPONSE REQUIREMENTS

Within two weeks from receipt of this task assignment, submit to the Contracting Officer s Representative, an original and two copies of a Task Plan. This Task Plan shall address the contractor s lead personnel; specific work plans; and the associated estimated labor hours, cost, and schedule. The task plan shall include: a Software Project Management Plan (SPMP) if the task involves the development of software to be delivered; a Maintenance Plan for all software developed by or for LaRC that is to be maintained under this task; and an Operations Plan if the task involves the operation of equipment and software for the purpose of obtaining business, scientific, or engineering solutions. Include a signature block for concurrence by the Contract Manager and approval by the Contracting Officer s Representative.

## 14. FUNDING INFORMATION

Funding last submitted on 03/18/2008.

## 15. MILESTONES

None required.

## 16. DELIVERABLES

None required.

## 17. FILE ATTACHMENTS

None.